

# a simple guide to maintenance

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## How to bleed a radiator

Step 1) Fully open any thermostatic radiator valves, including heated towel rails and run your central heating for ten minutes. Then turn off the system.

Step 2) Put the bleed key into the valve and slowly turn anti-clockwise. Take care when turning the valve. Have your cloth ready to shield your hand and a small bowl to catch any small drops of water.

Step 3) If there is trapped air you should hear a hissing sound as it escapes. As soon as water begins to drip out, close the valve.

Step 4) Check the rest of your radiators. Often trapped air will only occur in one or two.

Step 5) Turn the heating on and check there are no drips.

## No heating/hot water?

Ensure that the boiler is plugged in & switched on at the plug.

Check boiler pressure. It should be on 1 but if it drops below 1 then the pressure will need to be topped up.

To top up the system pressure you will need to open the tap which should be on the pipes leading up to the boiler. You will need to look at the pressure gauge while you are topping up the pressure. Once the pressure has reached 1, you will need to close the tap.

If you are unable to find the tap, please call us and we may be able to talk you through this over the phone.

## Obtaining boiler manuals for appliances

If there is no user guide/manual at the property for your boiler, you can easily download one by carrying out the following:

- Go to google [www.google.co.uk](http://www.google.co.uk)
- Type in the make and model of the boiler e.g. 'Worcester 241 manual' (make sure you add the word 'manual')
- This will give you a number of websites but pick the official makers website (in this case Worcester) as these are free. If you try going through another website, it will try to charge.
- Click 'download' on the user manual

## Do you think you have damp/condensation?

If you notice black mould on the walls you will need to make up a solution of bleach and water and wipe the mould off the walls.

If you are able to wipe this mould off then this is a result of condensation and not actual damp.

Mould caused by condensation is usually a result of the property not being adequately heated and ventilated.

Drying clothes on radiators will also make the issue worse. If you have to dry clothes on the radiator then you will need to ensure that the windows are open to avoid the build up of condensation.

Please refer to the literature on condensation which you will find at [www.moginiejames.co.uk](http://www.moginiejames.co.uk)



**\*\* TOP TIP \*\***

A dehumidifier has the same running costs as a fridge (very low). It removes moisture and also provides background warmth which will help with condensation.

**Light fittings not working?**

Please ensure that you have replaced the bulbs in the fitting before reporting it as not working. This includes bathroom lights and strip lights in the kitchen. You will be able to purchase these bulbs from your nearest hardware store.

**Washing machine faults**

If you have a fault with your washing machine, please have the make & model number available when you call us.

If the contractor attends and finds that the issue has been caused by misuse or negligence or that the pump is blocked with hair clips, money etc then you will be charged for the repairs.

If you are unsure on any of the above then please contact us where we will be happy to help.

